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ABSTRACT

This survey was conducted by the Vocational Programs Unit of the State Department of Education and the State Steering Committee for Business and Office Education in Wyoming to facilitate the determination of business and office education state standards. The survey was mailed to 208 businesses in the state asking for responses to the degree of need for entry-level skills in the following competency areas: typing, shorthand, telephone techniques, mathematics and calculator, accounting/bookkeeping, recording, filing, records management, grooming, mailing, leadership, human relations, business knowledge, data processing, reprographics, organization/time management, and written communications. The businesses were asked to place their office positions in the following professional areas: specialized office employees (secretaries), general office employees (typists, mail clerks), bookkeeping/accounting positions, and computer and related positions. Responses were received from 109 businesses (52 percent response). Data were analyzed and compiled into tables according to order of importance as "required," "desired," or "unnecessary" for each competency in each type of job. The most required skills overall were typing, telephone techniques, recordkeeping, grooming, mailing, human relations, business knowledge, organization/time management, and written communications. The tables specify which other skills were most required or needed in each of the four areas, and show that mathematics and calculator skills were least needed except in the bookkeeping/accounting and computer and related positions. (KC)

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WYOMING BUSINESS AND OFFICE OCCUPATIONS SURVEY FOR ENTRY-LEVEL EMPLOYMENT COMPETENCIES

by

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This survey was conducted by the Vocational Programs Unit of the State Department of Education and the State Steering Committee for Business and Office Education to facilitate the determination of Business and Office Education Standards for Wyoming. The survey in Appendix A was sent to 208 businesses in the state and it asked for responses in the following competency areas:

- Typing
- Shorthand
- Telephone Techniques
- Math and Calculator
- Accounting/Bookkeeping
- Recording, Filing, Records Management
- Grooming
- Mailing
- Leadership
- Human Relations
- Business Knowledge
- Data Processing
- Word Processing
- Reprographics
- Organization/Time Management
- Written Communications

The businesses were asked to place their office positions in the following professional areas:

Specialized Office Employees: Requires shorthand and other administrative skills and accepts additional responsibilities. Examples would be stenographer and secretary.

General Office Employees: Examples of positions would include typist, transcribing machine operator, file clerk, various machine operators, mail clerk, time clerk, and receptionist.

Bookkeeping/Accounting Positions: Examples would include audit clerk, bookkeeper, cashier, invoice control clerk, payroll clerk, posting clerk, and accounting clerk.

Computer and Related Positions: Examples would include individuals who operate input and output equipment and perform programming tasks appropriate to your office. Computer operators and data entry operators would also be included.

Responses were received from the following towns and cities:

1. Buffalo
2. Casper
3. Cheyenne
4. Gillette
5. Greybull
6. Jackson
7. Lander
8. Powell
9. Rock Springs
10. Torrington
11. Thermopolis
12. Worland

There were 109 respondents to the survey or a 52 percent response rate. However, seven businesses responded to more than one professional area increasing the total number of responses to 122. There were 18 responses for specialized office, 27 for general office, 29 for bookkeeping/ accounting, 12 for computer and related, and 53 responses without a specified area. This equals 139 respondents because eleven businesses rated the skills for more than one area on one questionnaire. For example, one respondent felt that all four areas needed the same skills in their business. A few of the types of businesses surveyed are listed below:

Attorneys
Automobile Dealers
Banks
Beverage Companies
City Governments
Coal Companies
Communication Services
Community Services
Construction Companies
Consulting Firms
Credit Bureaus
Employment Services
Engineering Firms
Equipment Companies
Hospitals
Insurance Companies
Medical Services
Newspaper Offices
Oil Companies
Printing Companies
Public Accountants
Real Estate
Retail Stores
Schools
Transportation Companies
Travel Services
Utility Companies

All information received from the survey was reported and statistically analyzed using an SPSS (Statistical Package for the Social Sciences) program. The subprogram was a frequency distribution and was completed at the University of Wyoming Computer Services. The results are considered to be statistically significant and can be used with confidence in setting standards for entry level employment competencies in Wyoming.

The results of the survey are illustrated in Tables I-V in a prioritized format for each professional area, including the unspecified area (treated as a category itself). All responses were rated in order of importance under

the "required," "desired," and "unnecessary" categories. As an example, Table I shows that 100 percent of the respondents required demonstrating the correct typing techniques in a specialized office position. The most desired skill (not as critical or important) is the ability to record data on a mark-sensed card (89%). The most unnecessary skills included solving markup and markdown problems (83%). Tables I-V come directly from Appendix C which lists the results according to competency area (typing, shorthand, etc.). Tables I-V are listed in a completed prioritized format in Appendix B.

Specialized Office

Table I lists skills for specialized office positions. As stated in the earlier example typing techniques were required by 100% (18) of the respondents. Of the eleven typing skills listed, ten were required by the majority of the respondents. Good grooming habits were required by all employees in these positions. Every skill in the written communication area was required by the majority of respondents. All telephone techniques, mailing skills, recording, filing, and records management skills, human relations skills and three of the five organization/time management skills were required by the majority of respondents. Under word processing skills emphasis was placed on using equipment to type, edit, proofread, and copy documents.

Business knowledge skills were desired by a majority of respondents as well as displaying self-understanding under human relations. The most desirable skill (89%) was recording data on a mark-sensed card under data processing.

The most unnecessary skills were the math and calculator skills, reprographics (excluding xeroxing), and accounting/bookkeeping skills. Leadership skills were deemed as unnecessary by the majority of respondents.

Two interesting results were in the shorthand and word processing areas. Only 39 percent required dictation skill, but just as many felt the skill was unnecessary. Word processing skills were evenly ranked for importance. Only a couple of respondents made up the difference between required and unnecessary ratings.

General Office

The majority of businesses required telephone skills, recording, filing, and records management skills, good grooming, mailing skills, human relations skills, and written communication skills. Typing skills and organization/time management skills were more evenly split between required and desired than for the specialized office positions. A few skills became more desirable than required when a switch was made from specialized to general office.

Business knowledge skills were again among the most desirable skills. The most unnecessary skills were shorthand, math and calculator, accounting/bookkeeping, leadership skills, and data processing skills.

In the word processing area more import was placed on the ability to use equipment to perform jobs efficiently.

Bookkeeping/Accounting

Once again the majority of businesses required telephone skills, recording, filing, and records management skills, good grooming, mailing skills, human relations skills, and written communication skills. As could be expected more businesses required math and calculator skills and accounting/bookkeeping skills.

Business knowledge skills were still the most desirable and typing skills became more desirable than required.

The most unnecessary skills included shorthand, word processing, and reprographics. Leadership skills were given more import than in specialized and general office positions.

Computer and Related

The most required skills included telephone skills, recording, filing, and records management skills, good grooming, mailing skills, written communication skills, data processing, and word processing.

Human relations skills were more desirable than required. Business knowledge skills were still among the most desirable skills and leadership skills were given more import than in specialized and general office positions.

The most unnecessary skills were shorthand and reprographics. The remaining areas, typing skills, math and calculator skills, accounting/bookkeeping skills, and organization/time management, were more evenly split between required, desired, and unnecessary.

Unspecified Area

The results for the respondents not specifying an area do not differ greatly from the specialized office results. The most required skills included typing skills, telephone skills, recording, filing, and records management skills, good grooming, mailing skills, human relations skills, organization/time management, and written communication skills. More emphasis was placed on shorthand skills, math and calculator skills, accounting/bookkeeping skills, leadership skills, data processing, and word processing. The most unnecessary skills were among the math and calculator skills.

These results place more emphasis on more areas than the four professional areas, most likely because these positions are a type of catch-all, do-everything, ideal business and office employee.

Summary

The results of this survey should be of great value in setting standards for business and office education in Wyoming. The basic competency areas include:

Typing Skills
Telephone Techniques
Recording, Filing, Records Management
Grooming
Mailing Skills
Human Relations Skills
Business Knowledge Skills
Organization/Time Management
Written Communications

Specialized Office positions:
Shorthand Skills
Word Processing Skills
Reprographics

General Office positions:
Word Processing Skills
Reprographics

Bookkeeping/Accounting positions:
Typing - less emphasis
Math and Calculator Skills
Accounting/Bookkeeping Skills
Leadership Skills
Data Processing Skills - minor emphasis

Computer and Related positions:
Typing - less emphasis
Math and Calculator Skills
Accounting/Bookkeeping Skills - minor emphasis
Leadership Skills
Data Processing Skills
Word Processing Skills

The most often used computer language was BASIC followed by COBOL, RPG II, FORTRAN, AND PL I.

TABLE I

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Specialized Office Occupations

Required Competencies	%	#
Demonstrate correct typing techniques.	100	18
Demonstrate good grooming habits.	100	18
Greet visitors and give them directions.	100	18
Speak clearly and accurately.	100	18
Follow oral instruction.	94	17
Answer telephone and take accurate messages.	89	16
Spell and define words.	89	16
Write grammatically sound and complete sentences.	89	16
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	89	16
Demonstrate speed and accuracy in typing straight copy.	83	15
Type and correct business letters and envelopes.	83	15
Demonstrate proofreading skills.	83	15
Index, code, sort, and file alphabetically and chronologically.	83	15
Type interoffice memoranda.	78	14
Locate and record information found in a dictionary.	78	14
Compose and write simple business letters.	78	14
Desired Competencies		
Record data on a mark-sensed card.	89	16
Demonstrate a basic understanding of law and its applications to business.	61	11
Demonstrate a basic understanding of the relationship between business and the community.	56	10
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	56	10
Display self-understanding.	50	9
Convert proper fractions to decimals.	44	8
Round numbers to designated decimal places.	44	8
Round mixed numbers to whole numbers.	44	8
Delegate work assignments in office pool.	44	8
Unnecessary Competencies		
Solve markup problems.	83	15
Solve markdown problems.	83	15
Type, correct, and run spirit masters.	83	15
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	78	14
Correct a computer print-out, manually.	78	14
Prepare sales slip.	72	13
Solve commission problems.	72	13
Solve compound interest problems.	72	13
Type, correct, and run stencils.	72	13
Compute cash discounts.	67	12
Prepare a balance sheet.	67	12
Prepare a postclosing trial balance.	67	12

TABLE II

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

General Office Occupations

Required Competencies	%	#
Answer telephone and take accurate messages.	100	27
Demonstrate good grooming habits.	93	25
Demonstrate correct typing techniques.	89	24
Place telephone calls, demonstrating follow-through until right person is contacted.	89	24
Locate telephone numbers.	85	23
Follow oral instructions.	85	23
Index, code, sort, and file alphabetically and chronologically.	82	22
Greet visitors and give them directions.	82	22
Speak clearly and a-curately.	82	22
Demonstrate proficiency in typing numbers.	78	21
Organize work station.	78	21
Demonstrate proofreading skills.	74	20
Identify telephone services and types of calls.	74	20
Desired Competencies		
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	52	14
Make decisions on best mail services.	48	13
Demonstrate a basic understanding of the relationship between business and the community.	48	13
Record merchandise or stock inventory.	48	13
Make decisions on best copying/duplicating method to use.	44	12
Locate and record information found in a dictionary.	44	12
Identify operative parts of a typewriter and their operations.	41	11
Identify principles of typewriting.	41	11
Identify types of filing equipment.	41	11
Demonstrate citizenship and patriotism.	41	11
Unnecessary Competencies		
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	88	24
Take and accurately transcribe dictation of letters, memos, reports.	85	23
Type, correct, and run stencils.	85	23
Edit, proofread, and correct transcribed dictations.	81	22
Prepare sales slip.	78	21
Identify the purposes of parliamentary procedure.	78	21
Plan a program of work for group activities.	78	21
Type, correct, and run spirit masters.	78	21
Solve markup problems.	77	21
Solve markdown problems.	77	21
Solve commission problems.	74	20
Record data on a mark-sensed card.	74	20

TABLE III

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Bookkeeping/Accounting Occupations

Required Competencies	%	#
Demonstrate good grooming habits.	93	24
Answer telephone and take accurate messages.	86	25
Index, code, sort, and file alphabetically and chronologically.	86	25
Follow oral instructions.	86	25
Place telephone calls, demonstrating follow-through until right person is contacted.	83	24
Solve math problems consisting of decimal numbers.	83	24
Solve math problems consisting of whole numbers.	79	23
Record transactions in the general journal.	79	23
Code, sort, and file numerically.	79	23
Speak clearly and accurately.	79	23
Solve math problems consisting of mixed numbers.	76	22
Post entries from the general journal to the general ledger.	76	22
Journalize and post adjusting entries.	76	22
Journalize and post closing entries.	76	22
Desired Competencies		
Demonstrate a basic understanding of the relationship between business and the community.	66	19
Demonstrate a basic understanding of law and its applications to business.	59	17
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	59	17
Demonstrate citizenship and patriotism.	55	16
Type interoffice memoranda.	52	15
Demonstrate money management.	52	15
Make decisions on best mail services.	48	14
Display self-understanding.	49	14
Make travel arrangements and complete related documents and reports.	48	14
Maintain a desk calendar and tickler file.	48	14
Unnecessary Competencies		
Identify the purposes of parliamentary procedure.	90	26
Take and accurately transcribe dictation of letters, memos, reports.	83	24
Edit, proofread, and correct transcribed dictations.	83	24
Type, correct, and run spirit masters.	83	24
Type, correct, and run stencils.	76	22
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	72	21
Record data on a mark-sensed card.	72	21
Prepare an agenda for a meeting.	69	20
Plan a program of work for group activities.	69	20
Chain feed, type, and correct addresses on envelopes.	66	19

TABLE IV

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Computer and Related Occupations

Required Competencies	%	#
Enter data using an automated machine.	92	11
Type, edit, proofread, and copy documents.	76	9
Solve math problems consisting of decimal numbers.	75	9
Demonstrate good grooming habits.	75	9
Answer telephone and take accurate messages.	67	8
Place telephone calls, demonstrating follow-through until right person is contacted.	67	8
Solve math problems consisting of whole numbers.	67	8
Correct a computer print-out, manually.	67	8
Keep records on input and output.	67	8
Use equipment to perform jobs efficiently.	67	8
Record, revise, play, and erase programmed material.	67	8
Follow oral instruction.	67	8
Greet visitors and give them directions.	67	8
Speak clearly and accurately.	67	8
Desired Competencies		
Introduce individuals and speakers.	50	6
Delegate work assignments in office pool.	50	6
Display self-understanding.	50	6
Demonstrate appropriate personal conduct.	50	6
Analyze and develop solutions to personal behavior problems on a job.	50	6
Demonstrate a basic understanding of law and its applications to business.	50	6
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	50	6
Locate and record information found in a dictionary	50	6
Unnecessary Competencies		
Take and accurately transcribe dictation of letters, memos, reports.	83	10
Type, correct, and run stencils.	83	10
Edit, proofread, and correct transcribed dictations.	75	9
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	75	9
Plan a program of work for group activities.	75	9
Type, correct, and run spirit masters.	75	9
Chain feed, type, and correct addresses on envelopes.	67	8
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	67	8
Identify the purposes of parliamentary procedure.	67	8
Make decisions on best copying/duplicating method to use.	67	8
Solve commission problems.	58	7
Prepare an agenda for a meeting.	58	7

TABLE V

BASIC COMPETENCIES FOR ENTRY LEVEL

Unspecified Area

Required Competencies	%	#
Answer telephone and take accurate messages.	91	48
Demonstrate good grooming habits.	89	47
Speak clearly and accurately.	89	47
Index, code, sort, and file alphabetically and chronologically.	87	46
Follow oral instruction.	87	46
Greet visitors and give them directions.	87	46
Code, sort, and file numerically.	81	43
Demonstrate correct typing techniques.	77	41
Type and correct business letters and envelopes.	77	41
Compose and write simple business letters.	75	40
Demonstrate proofreading skills.	74	39
Desired Competencies		
Demonstrate a basic understanding of law and its applications to business.	64	34
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	58	31
Demonstrate a basic understanding of the relationship between business and the community.	55	29
Delegate work assignments in office pool.	53	28
Demonstrate citizenship and patriotism.	51	27
Analyze and develop solutions to personal behavior problems on a job.	47	25
Introduce individuals and speakers.	45	24
Display self-understanding.	45	24
Convert percents to proper fractions.	43	23
Convert improper fractions to mixed numbers.	43	23
Take and accurately transcribe dictation of letters, memors, reports.	42	22
Compute cash discounts.	42	22
Plan a program of work for group activities.	42	22
Unnecessary Competencies		
Solve markup problems.	62	33
Solve markdown problems.	62	33
Type, correct, and run stencils.	57	30
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	55	29
Solve commission problems.	53	28
Type, correct, and run spirit masters.	51	27
Record data on a mark-sensed card.	49	26
Prepare sales slip.	47	25
Solve compound interest problems.	45	24
Identify the purposes of parliamentary procedure.	45	24
Identify operative parts of a typewriter and their operations.	43	23
Plan a program of work for group activities.	42	22

APPENDIX A

WYOMING BUSINESS AND OFFICE OCCUPATIONS SURVEY

CONTACT PERSON: _____

NAME OF FIRM: _____

ADDRESS: _____

TELEPHONE NUMBER: _____

POSITION: _____
(Specialized, General, Bookkeeper/Accountant, Computer)

Specialized Office Employees:
Requires shorthand and other administrative skills and accepts additional responsibilities. Examples would be stenographer and secretary.

General Office:
Examples of positions would include typist, transcribing machine operator, file clerk, various machine operators, mail clerk, time clerk, and receptionist.

Bookkeeping/Accounting:
Examples of position would include audit clerk, bookkeeper, cashier, invoice control clerk, payroll clerk, posting clerk, and accounting clerk.

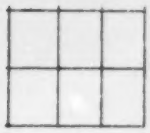
Computer and Related Areas:
Examples of positions would include individuals who operate input and output equipment and perform programming tasks appropriate to your office. Computer operators and data entry operators would also be included.

R	D	U	TYPING SKILLS
			1. Demonstrate correct typing techniques.
			2. Identify operative parts of a typewriter and their operations.
			3. Identify principles of typewriting.
			4. Demonstrate speed and accuracy in typing straight copy.
			5. Type and correct business letters and envelopes.
			6. Type interoffice memoranda.
			7. Chain feed, type, and correct addresses on envelopes.
			8. Type and correct tabulated information.
			9. Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.
			10. Demonstrate proficiency in typing numbers.
			11. Demonstrate proofreading skills.

R for required tasks
D for desired tasks
U for unnecessary

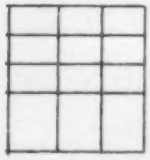
R D U

SHORTHAND SKILLS



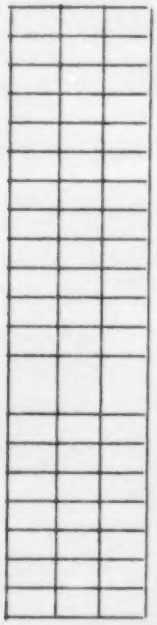
1. Take and accurately transcribe dictation of letters, memos, reports.
2. Edit, proofread, and correct transcribed dictations.

TELEPHONE TECHNIQUES



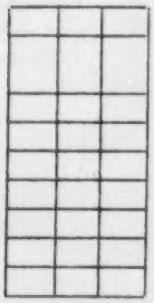
1. Identify telephone services and types of calls.
2. Locate telephone numbers.
3. Answer telephone and take accurate messages.
4. Place telephone calls, demonstrating follow-through until right person is contacted.

MATH AND CALCULATOR SKILLS



1. Solve math problems consisting of whole numbers.
2. Solve math problems consisting of decimal numbers.
3. Solve math problems consisting of mixed numbers.
4. Convert proper fractions to decimals.
5. Convert decimals to proper fractions.
6. Convert percents to proper fractions.
7. Convert improper fractions to mixed numbers.
8. Convert mixed numbers to improper fractions.
9. Round numbers to designated decimal places.
10. Round mixed numbers to whole numbers.
11. Compute simple interest.
12. Compute cash discounts.
13. Convert problems using the standard U.S. unit of measure and the metric unit of measure.
14. Prepare sales slip.
15. Solve commission problems.
16. Solve markup problems.
17. Solve markdown problems.
18. Solve compound interest problems.
19. Complete an invoice.
20. Compute all of the above on a ten-key machine.

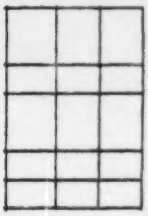
ACCOUNTING/BOOKKEEPING SKILLS



1. Record transactions in the general journal.
2. Post entries from the general journal to the general ledger.
3. Prepare a worksheet.
4. Prepare an income statement.
5. Prepare a capital statement.
6. Prepare a balance sheet.
7. Journalize and post adjusting entries.
8. Journalize and post closing entries.
9. Prepare a postclosing trial balance.

R	D	U

RECORDING, FILING, RECORDS MANAGEMENT

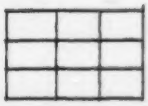


1. Index, code, sort, and file alphabetically and chronologically.
2. Code, sort, and file numerically.
3. Retrieve materials from the file; complete an out card and checkout record.
4. Identify types of filing supplies and procedures.
5. Identify types of filing equipment.

GROOMING

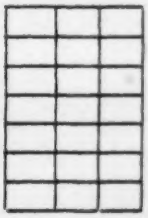
1. Demonstrate good grooming habits.

MAILING



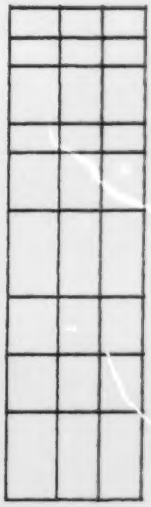
1. Make decisions on best mail services.
2. Process outgoing and incoming mail.
3. Forward mail.

LEADERSHIP SKILLS



1. Identify the purposes of parliamentary procedure.
2. Prepare an agenda for a meeting.
3. Plan a program of work for group activities.
4. Demonstrate citizenship and patriotism.
5. Demonstrate money management.
6. Introduce individuals and speakers.
7. Delegate work assignments in office pool.

HUMAN RELATIONS SKILLS

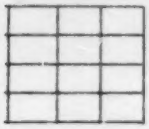


1. Display self-understanding.
2. Demonstrate personality traits for job performance.
3. Demonstrate personal traits for good human relations with employees and employer.
4. Demonstrate appropriate personal conduct.
5. Analyze and develop solutions to personal behavior problems on a job.

BUSINESS KNOWLEDGE SKILLS

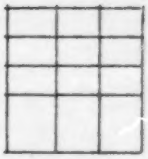
1. Demonstrate a basic understanding of law and its applications to business.
2. Demonstrate a basic understanding of the relationship between business and the community.
3. Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.

R	D	U



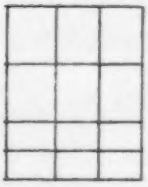
DATA PROCESSING SKILLS

1. Record data on a mark-sensed card.
2. Enter data using an automated machine.
3. Correct a computer print-out, manually.
4. What computer language do you use?



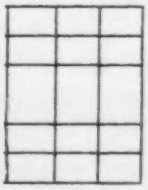
WORD PROCESSING

1. Keep records on input and output.
2. Use equipment to perform jobs efficiently.
3. Type, edit, proofread, and copy documents.
4. Record, revise, play, and erase programmed material.



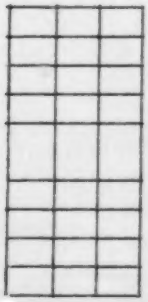
REPROGRAPHICS

1. Identify characteristics of copying/duplicating methods.
2. Make decisions on best copying/duplicating method to use.
3. Type, correct, and run spirit masters.
4. Type, correct, and run stencils.



ORGANIZATION/TIME MANAGEMENT

1. Organize work station.
2. Set priorities.
3. Make travel arrangements and complete related documents and reports.
4. Maintain a desk calendar and tickler file.
5. Record merchandise or stock inventory.



WRITTEN COMMUNICATION SKILLS

1. Locate and record information found in a dictionary.
2. Spell and define words.
3. Find specific information in written material.
4. Write grammatically sound and complete sentences.
5. Write sentences with correct punctuation, capitalization, abbreviations, and numbers.
6. Compose and write simple business letters.
7. Follow oral instruction.
8. Greet visitors and give them directions.
9. Speak clearly and accurately.

RETURN BY APRIL 19, 1982 TO:

Joyce Gilligan
University of Wyoming
Department of Vocational Education
University Station, Box 3374
Laramie, WY 82071

APPENDIX B

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Specialized Office Occupations

Required Competencies	%	#
Demonstrate correct typing techniques.	100	18
Demonstrate good grooming habits.	100	18
Greet visitors and give them directions.	100	18
Speak clearly and accurately.	100	18
Follow oral instruction.	94	17
Answer telephone and take accurate messages.	89	16
Spell and define words.	89	16
Write grammatically sound and complete sentences.	89	16
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	89	16
Demonstrate speed and accuracy in typing straight copy.	83	15
Type and correct business letters and envelopes.	83	15
Demonstrate proofreading skills.	83	15
Index, code, sort, and file alphabetically and chronologically.	83	15
Type interoffice memoranda.	78	14
Locate and record information found in a dictionary.	78	14
Compose and write simple business letters.	78	14
Identify principles of typewriting.	72	13
Type and correct tabulated information.	72	13
Demonstrate proficiency in typing numbers.	72	13
Place telephone calls, demonstrating follow-through until right person is contacted.	72	13
Process outgoing and incoming mail.	72	13
Demonstrate appropriate personal conduct.	72	13
Find specific information in written material.	72	13
Identify telephone services and types of calls.	67	12
Retrieve materials from the file; complete an out card and checkout record.	67	12
Set priorities.	67	12
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	61	11
Identify types of filing supplies and procedures.	61	11
Make decisions on best mail services.	61	11
Forward mail.	61	11
Demonstrate personality traits for job performance.	61	11
Demonstrate personal traits for good human relations with employees and employer.	61	11
Organize work station.	61	11
Identify operative parts of a typewriter and their operations.	56	10
Locate telephone numbers.	56	10
Identify types of filing equipment.	56	10
Type, edit, proofread, and copy documents.	56	10
Code, sort, and file numerically.	50	9
Display self-understanding.	50	9
Analyze and develop solutions to personal behavior problems on a job.	50	9
Maintain a desk calendar and tickler file.	50	9

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Specialized Office Occupations

Desired Competencies	%	#
Record data on a mark-sensed card.	89	16
Demonstrate a basic understanding of law and its applications to business.	61	11
Demonstrate a basic understanding of the relationship between business and the community.	56	10
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	56	10
Display self-understanding.	50	9
Convert proper fractions to decimals.	44	8
Round numbers to designated decimal places.	44	8
Round mixed numbers to whole numbers.	44	8
Delegate work assignments in office pool.	44	8
Solve math problems consisting of whole numbers.	39	7
Solve math problems consisting of decimal numbers.	39	7
Compute all of the above on a ten-key machine.	39	7
Unnecessary Competencies		
Solve markup problems.	83	15
Solve markdown problems.	83	15
Type, correct, and run spirit masters.	83	15
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	78	14
Correct a computer print-out, manually.	78	14
Prepare sales slip.	72	13
Solve commission problems.	72	13
Solve compound interest problems.	72	13
Type, correct, and run stencils.	72	13
Compute cash discounts.	67	12
Prepare a balance sheet.	67	12
Prepare a postclosing trial balance.	67	12
Journalize and post adjusting entries.	61	11
Identify the purposes of parliamentary procedure.	61	11
Plan a program of work for group activities.	61	11
Demonstrate citizenship and patriotism.	61	11
Enter data using an automated machine.	61	11
Record transactions in the general journal.	56	10
Post entries from the general journal to the general ledger.	56	10
Prepare an income statement.	56	10
Prepare a capital statement.	56	10
Journalize and post closing entries.	56	10
Introduce individuals and speakers.	56	10
Record merchandise or stock inventory.	56	10
Convert mixed numbers to improper fractions.	55	10
Convert decimals to proper fractions.	50	9
Convert percents to proper fractions.	50	9
Convert improper fractions to mixed numbers.	50	9
Prepare an agenda for a meeting.	50	9
Demonstrate money management.	50	9

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

General Office Occupations

Required Competencies	%	#
Answer telephone and take accurate messages.	100	27
Demonstrate good grooming habits.	93	25
Demonstrate correct typing techniques.	89	24
Place telephone calls, demonstrating follow-through until right person is contacted.	89	24
Locate telephone numbers.	85	23
Follow oral instructions.	85	23
Index, code, sort, and file alphabetically and chronologically.	82	22
Greet visitors and give them directions.	82	22
Speak clearly and accurately.	82	22
Demonstrate proficiency in typing numbers.	78	21
Organize work station.	78	21
Demonstrate proofreading skills.	74	20
Identify telephone services and types of calls.	74	20
Process outgoing and incoming mail.	70	19
Set priorities.	70	19
Type and correct business letters and envelopes.	67	18
Code, sort, and file numerically.	67	18
Retrieve materials from the file; complete an out card and checkout record.	67	18
Demonstrate personality traits for job performance.	67	18
Demonstrate personal traits for good human relations with employees and employer.	67	18
Demonstrate appropriate personal conduct.	67	18
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	67	18
Demonstrate speed and accuracy in typing straight copy.	63	17
Display self-understanding.	63	17
Forward mail.	59	16
Spell and define words.	59	16
Write grammatically sound and complete sentences.	59	16
Compose and write simple business letters.	59	16
Use equipment to perform jobs efficiently.	56	15
Type, edit, proofread, and copy documents.	56	15
Type interoffice memoranda.	52	14
Solve math problems consisting of whole numbers.	52	14
Identify types of filing supplies and procedures.	52	14
Desired Competencies		
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	52	14
Make decisions on best mail services.	48	13
Demonstrate a basic understanding of the relationship between business and the community.	48	13
Record merchandise or stock inventory.	48	13
Make decisions on best copying/duplicating method to use.	44	12
Locate and record information found in a dictionary.	44	12
Identify operative parts of a typewriter and their operations.	41	11
Identify principles of typewriting.	41	11
Identify types of filing equipment.	41	11
Demonstrate citizenship and patriotism.	41	11

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

General Office Occupations

Unnecessary Competencies	%	#
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	88	24
Take and accurately transcribe dictation of letters, memos, reports.	85	23
Type, correct, and run stencils.	85	23
Edit, proofread, and correct transcribed dictations.	81	22
Prepare sales slip.	78	21
Identify the purposes of parliamentary procedure.	78	21
Plan a program of work for group activities.	78	21
Type, correct, and run spirit masters.	78	21
Solve markup problems.	77	21
Solve markdown problems.	77	21
Solve commission problems.	74	20
Record data on a mark-sensed card.	74	20
Convert improper fractions to mixed numbers.	70	19
Solve compound interest problems.	70	19
Prepare an agenda for a meeting.	70	19
Convert proper fractions to decimals.	67	18
Convert decimals to proper fractions.	67	18
Convert mixed numbers to improper fractions.	67	18
Convert percents to proper fractions.	63	17
Prepare an income statement.	63	17
Prepare a capital statement.	63	17
Introduce individuals and speakers.	63	17
Compute simple interest.	56	15
Prepare a worksheet.	56	15
Prepare a balance sheet.	56	15
Prepare a postclosing trial balance.	56	14
Correct a computer print-out, manually.	56	15
Post entries from the general journal to the general ledger.	52	14
Journalize and post adjusting entries.	52	14
Journalize and post closing entries.	52	14
Compute cash discounts.	48	13
Delegate work assignments in office pool.	48	13
Demonstrate a basic understanding of law and its applications to business.	48	13
Record merchandise or stock inventory.	48	13
Chain feed, type, and correct addresses on envelopes.	44	12
Complete an invoice.	44	12
Record transactions in the general journal.	44	12

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Bookkeeping/Accounting Occupations

Required Competencies	%	#
Demonstrate good grooming habits.	93	27
Answer telephone and take accurate messages.	86	25
Index, code, sort, and file alphabetically and chronologically.	86	25
Follow oral instructions.	86	25
Place telephone calls, demonstrating follow-through until right person is contacted.	83	24
Solve math problems consisting of decimal numbers.	83	24
Solve math problems consisting of whole numbers.	79	23
Record transactions in the general journal.	79	23
Code, sort, and file numerically.	79	23
Speak clearly and accurately.	79	23
Solve math problems consisting of mixed numbers.	76	22
Post entries from the general journal to the general ledger.	76	22
Journalize and post adjusting entries.	76	22
Journalize and post closing entries.	76	22
Set priorities.	72	21
Locate telephone numbers.	69	20
Round numbers to designated decimal places.	69	20
Prepare a worksheet.	69	20
Write grammatically sound and complete sentences.	69	20
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	69	20
Compute all math and calculator skills on a ten-key machine.	66	19
Retrieve materials from the file; complete an out card and checkout record.	66	19
Demonstrate appropriate personal conduct.	66	19
Spell and define words.	66	19
Greet visitors and give them directions.	66	19
Identify telephone services and types of calls.	62	18
Complete an invoice.	62	18
Demonstrate personality traits for job performance.	62	18
Demonstrate correct typing techniques.	59	17
Demonstrate proofreading skills.	59	17
Compute cash discounts.	59	17
Forward mail.	59	17
Demonstrate personal traits for good human relations with employees and employer.	59	17
Organize work station.	59	17
Prepare a postclosing trial balance.	55	16
Process outgoing and incoming mail.	55	16
Find specific information in written material.	55	16
Compose and write simple business letters.	55	16
Type and correct business letters and envelopes.	52	15
Demonstrate proofreading skills.	52	15
Display self-understanding.	52	15

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Bookkeeping/Accounting Occupations

Desired Competencies	%	#
Demonstrate a basic understanding of the relationship between business and the community.	66	19
Demonstrate a basic understanding of law and its applications to business.	59	17
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	59	17
Demonstrate citizenship and patriotism.	55	16
Type interoffice memoranda.	52	15
Demonstrate money management.	52	15
Make decisions on best mail services.	48	14
Display self-understanding.	48	14
Make travel arrangements and complete related documents and reports.	48	14
Maintain a desk calendar and tickler file.	48	14
Type and correct tabulated information.	45	13
Delegate work assignments in office pool.	45	13
Correct a computer print-out, manually.	45	13
Identify characteristics of copying/duplicating methods.	45	13
Unnecessary Competencies		
Identify the purposes of parliamentary procedure.	90	26
Take and accurately transcribe dictation of letters, memos, reports.	83	24
Edit, proofread, and correct transcribed dictations.	83	24
Type, correct, and run spirit masters.	83	24
Type, correct, and run stencils.	76	22
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	72	21
Record data on a mark-sensed card.	72	21
Prepare an agenda for a meeting.	69	20
Plan a program of work for group activities.	69	20
Chain feed, type, and correct addresses on envelopes.	66	19
Introduce individuals and speakers.	59	17
Solve commission problems.	55	16
Solve markup problems.	52	15
Solve markdown problems.	52	15
Solve compound interest problems.	48	14
Keep records on input and output.	48	14
Record, revise, play, and erase programmed material.	48	14
Make decisions on best copying/duplicating method to use.	48	14
Use equipment to perform jobs efficiently.	45	13
Type, edit, proofread, and copy documents.	45	13
Record merchandise or stock inventory.	45	13
Identify operative parts of a typewriter and their operations.	41	12
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	41	12

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Computer and Related Occupations

Required Competencies	%	#
Enter data using an automated machine.	92	11
Type, edit, proofread, and copy documents.	76	9
Solve math problems consisting of decimal numbers.	75	9
Demonstrate good grooming habits.	75	9
Answer telephone and take accurate messages.	67	8
Place telephone calls, demonstrating follow-through until right person is contacted.	67	8
Solve math problems consisting of whole numbers.	67	8
Correct a computer print-out, manually.	67	8
Keep records on input and output.	67	8
Use equipment to perform jobs efficiently.	67	8
Record, revise, play, and erase programmed material.	67	8
Follow oral instruction.	67	8
Greet visitors and give them directions.	67	8
Speak clearly and accurately.	67	8
Demonstrate correct typing techniques.	58	7
Demonstrate proficiency in typing numbers.	58	7
Identify telephone services and types of calls.	58	7
Locate telephone numbers.	58	7
Journalize and post adjusting entries.	58	7
Journalize and post closing entires.	58	7
Index, code, sort, and file alphabetically and chronologically.	58	7
Process outgoing and incoming mail.	58	7
Forward mail.	58	7
Organize work station.	58	7
Set priorities.	58	7
Solve math problems consisting of mixed numbers.	50	6
Complete an invoice.	50	6
Post entries from the general journal to the general ledger.	50	6
Retrieve materials from the file; complete an out card and checkout record.	50	6
Find specific information in written material.	50	6
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	50	6
Desired Competencies		
Introduce individuals and speakers.	50	6
Delegate work assignments in office pool.	50	6
Display self-understanding.	50	6
Demonstrate appropriate personal conduct.	50	6
Analyze and develop solutions to personal behavior problems on a job.	50	6
Demonstrate a basic understanding of law and its applications to business.	50	6
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	50	6
Locate and record information found in a dictionary.	50	6

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Computer and Related Occupations

Unnecessary Competencies	%	#
Take and accurately transcribe dictation of letters, memos, reports.	83	10
Type, correct, and run stencils.	83	10
Edit, proofread, anc correct transcribed dictations.	75	9
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	75	9
Plan a program of work for group activities.	75	9
Type, correct, and run spirit masters.	75	9
Chain feed, type, and correct addresses on envelopes.	67	8
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	67	8
Identify the purposes of parliamentary procedure.	67	8
Make decisions on best copying/duplicating method to use.	67	8
Solve commission problems.	58	7
Prepare an agenda for a meeting.	58	7
Type and correct business letters and envelopes.	50	6
Type interoffice memoranda.	50	6
Type and correct tabulated information.	50	6
Solve markup problems.	50	6
Solve markdown problems.	50	6
Prepare an income statement.	50	6
Prepare a capital statement.	50	6
Identify types of filing equipment.	50	6
Record data on a mark-sensed card.	50	6
Identify characteristics of copying/duplicating methods.	50	6

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Unspecified Area

Required Competencies	%	#
Answer telephone and take accurate messages.	91	48
Demonstrate good grooming habits.	89	47
Speak clearly and accurately.	89	47
Index, code, sort, and file alphabetically and chronologically.	87	46
Follow oral instruction.	87	46
Greet visitors and give them directions.	87	46
Code, sort, and file numerically.	81	43
Demonstrate correct typing techniques.	77	41
Type and correct business letters and envelopes.	77	41
Compose and write simple business letters.	75	40
Demonstrate proofreading skills.	74	39
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	74	39
Demonstrate speed and accuracy in typing straight copy.	72	38
Place telephone calls, demonstrating follow-through until right person is contacted.	72	38
Process outgoing and incoming mail.	72	38
Forward mail.	72	38
Set priorities.	70	37
Spell and define words.	70	37
Write grammatically sound and complete sentences.	70	37
Demonstrate proficiency in typing numbers.	68	36
Locate telphone numbers.	68	36
Demonstrate personal traits for good human relations with employees and employer.	66	35
Demonstrate appropriate personal conduct.	66	35
Organize work station.	66	36
Retrieve materials from the file; complete an out card and checkout record.	64	34
Demonstrate personality traits for job performance.	62	33
Find specific information in written material.	62	33
Type and correct tabulated information.	60	32
Identify telephone services and types of calls.	60	32
Solve math problems consisting of whole numbers.	60	32
Type interoffice memoranda.	57	30
Solve math problems consisting of decimal numbers.	57	30
Post entries from the general journal to the general ledger.	55	29
Record transactions in the general journal.	53	28
Display self-understanding.	53	28
Maintain a desk calendar and tickler file.	53	28
Solve math problems consisting of mixed numbers.	51	27
Round numbers to designated decimal places.	51	27
Make decisions on best mail services.	51	27
Locate and record information found in a dictionary.	51	27

PRIORITIZED COMPETENCIES FOR ENTRY LEVEL

Unspecified Area

Desired Competencies	%	#
Demonstrate a basic understanding of law and its applications to business.	64	34
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	58	31
Demonstrate a basic understanding of the relationship between business and the community.	55	29
Delegate work assignments in office pool.	53	28
Demonstrate citizenship and patriotism.	51	27
Analyze and develop solutions to personal behavior problems on a job.	47	25
Introduce individuals and speakers.	45	24
Display self-understanding.	45	24
Convert percents to proper fractions.	43	23
Convert improper fractions to mixed numbers.	43	23
Take and accurately transcribe dictation of letters, memos, reports.	42	22
Compute cash discounts.	42	22
Plan a program of work for group activities.	42	22
Convert proper fractions to decimals.	40	21
Convert decimals to proper fractions.	40	21
Chain feed, type, and correct addresses on envelopes.	38	20
Convert mixed numbers to improper fractions.	38	20
Prepare a balance sheet.	38	20
Keep records on input and output.	38	20
Unnecessary Competencies		
Solve markup problems.	62	33
Solve markdown problems.	62	33
Type, correct, and run stencils.	57	30
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	55	29
Solve commission problems.	53	28
Type, correct, and run spirit masters.	51	27
Record data on a mark-sensed card.	49	26
Prepare sales slip.	47	25
Solve compound interest problems.	45	24
Identify the purposes of parliamentary procedure.	45	24
Identify operative parts of a typewriter and their operations.	43	23
Plan a program of work for group activities.	42	22

APPENDIX C

BASIC COMPETENCIES FOR ENTRY LEVEL

Specialized Office Occupations

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
TYPING SKILLS								
Demonstrate correct typing techniques.	18	100	0	0	0	0	0	0
Identify operative parts of a typewriter and their operations.	10	56	6	33	2	11	0	0
Identify principles of typewriting.	13	72	3	17	2	11	0	0
Demonstrate speed and accuracy in typing straight copy.	15	83	3	17	0	0	0	0
Type and correct business letters and envelopes.	15	83	2	11	1	6	0	0
Type interoffice memoranda.	14	78	1	6	3	17	0	0
Chain feed, type, and correct addresses on envelopes.	7	39	4	22	7	39	0	0
Type and correct tabulated information.	13	72	2	11	1	6	2	11
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	11	61	3	17	4	22	0	0
Demonstrate proficiency in typing numbers.	13	72	5	28	0	0	0	0
Demonstrate proofreading skills.	15	83	3	17	0	0	0	0
SHORTHAND SKILLS								
Take and accurately transcribe dictation of letters, memos, reports.	7	39	5	28	6	33	0	0
Edit, proofread, and correct transcribed dictations.	7	39	4	22	7	39	0	0
TELEPHONE TECHNIQUES								
Identify telephone services and types of calls.	12	67	2	11	4	22	0	0
Locate telephone numbers.	10	56	6	33	2	11	0	0
Answer telephone and take accurate messages.	16	89	2	11	0	0	0	0
Place telephone calls, demonstrating follow-through until right person is contacted.	13	72	4	22	1	6	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
MATH AND CALCULATOR SKILLS								
Solve math problems consisting of whole numbers.	7	39	7	39	4	22	0	0
Solve math problems consisting of decimal numbers.	7	39	7	39	4	22	0	0
Solve math problems consisting of mixed numbers.	7	39	6	33	5	28	0	0
Convert proper fractions to decimals.	3	17	8	44	7	39	0	0
Convert decimals to proper fractions.	2	11	7	39	9	50	0	0
Convert percents to proper fractions.	2	11	7	39	9	50	0	0
Convert improper fractions to mixed numbers.	2	11	6	33	9	50	1	6
Convert mixed numbers to improper fractions.	2	11	5	28	10	55	1	6
Round numbers to designated decimal places.	3	17	8	44	7	39	0	0
Round mixed numbers to whole numbers.	3	17	8	44	7	39	0	0
Compute simple interest.	5	28	6	33	7	39	0	0
Compute cash discounts.	4	22	2	11	12	67	0	0
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	1	6	3	17	14	78	0	0
Prepare sales slip.	4	22	1	6	13	72	0	0
Solve commission problems.	3	17	2	11	13	72	0	0
Solve markup problems.	2	11	1	6	15	83	0	0
Solve markdown problems.	2	11	1	6	15	83	0	0
Solve compound interest problems.	2	11	3	17	13	72	0	0
Complete an invoice.	5	28	6	33	7	39	0	0
Compute all of the above on a ten-key machine.	5	28	7	39	6	33	0	0
ACCOUNTING/BOOKKEEPING SKILLS								
Record transactions in the general journal.	6	33	2	11	10	56	0	0
Post entries from the general journal to the general ledger.	5	28	3	17	10	56	0	0
Prepare a worksheet.	6	33	6	33	6	33	0	0
Prepare an income statement.	5	28	3	17	10	56	0	0
Prepare a capital statement.	4	22	4	22	10	56	0	0
Prepare a balance sheet.	5	28	1	6	12	67	0	0
Journalize and post adjusting entries.	6	33	1	6	11	61	0	0
Journalize and post closing entries.	6	33	2	11	10	56	0	0
Prepare a postclosing trial balance.	5	28	1	6	12	67	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
RECORDING, FILING, RECORDS MANAGEMENT								
Index, code, sort, and file alphabetically and chronologically.	15	83	3	17	0	0	0	0
Code, sort, and file numerically.	9	50	4	22	5	28	0	0
Retrieve materials from the file; complete an out card and checkout record.	12	67	2	11	4	22	0	0
Identify types of filing supplies and procedures.	11	61	4	22	3	17	0	0
Identify types of filing equipment.	10	56	5	28	3	17	0	0
GROOMING								
Demonstrate good grooming habits.	18	100	0	0	0	0	0	0
MAILING								
Make decisions on best mail services.	11	61	6	33	1	6	0	0
Process outgoing and incoming mail.	13	72	4	22	1	6	0	0
Forward mail.	11	61	5	28	2	11	0	0
LEADERSHIP SKILLS								
Identify the purposes of parliamentary procedure.	1	6	6	33	11	61	0	0
Prepare an agenda for a meeting.	4	22	5	28	9	50	0	0
Plan a program of work for group activities.	1	6	6	33	11	61	0	0
Demonstrate citizenship and patriotism.	3	17	4	22	11	61	0	0
Demonstrate money management.	4	22	5	28	9	50	0	0
Introduce individuals and speakers.	1	6	7	39	10	56	0	0
Delegate work assignments in office pool.	3	17	8	44	7	39	0	0
HUMAN RELATIONS SKILLS								
Display self-understanding.	9	50	9	50	0	0	0	0
Demonstrate personality traits for job performance.	11	61	7	39	0	0	0	0
Demonstrate personal traits for good human relations with employees and employer.	11	61	7	39	0	0	0	0
Demonstrate appropriate personal conduct.	13	72	4	22	1	6	0	0
Analyze and develop solutions to personal behavior problems on a job.	9	50	7	39	2	11	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
BUSINESS KNOWLEDGE SKILLS								
Demonstrate a basic understanding of law and its applications to business.	3	17	11	61	4	22	0	0
Demonstrate a basic understanding of the relationship between business and the community.	5	28	10	56	3	17	0	0
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	3	17	10	56	5	28	0	0
DATA PROCESSING SKILLS								
Record data on a mark-sensed card.	2	11	16	89	0	0	0	0
Enter data using an automated machine.	3	17	4	22	11	61	0	0
Correct a computer print-out, manually.	2	11	2	11	14	78	0	0
What computer language do you use? BASIC - 1 business COBOL and FORTRAN - 1 business								
WORD PROCESSING SKILLS								
Keep records on input and output.	7	39	5	28	6	33	0	0
Use equipment to perform jobs efficiently.	8	44	4	22	6	33	0	0
Type, edit, proofread, and copy documents.	10	56	2	11	6	33	0	0
Record, revise, play, and erase programmed material.	7	39	3	17	8	44	0	0
REPROGRAPHICS								
Identify characteristics of copying/duplicating methods.	7	39	3	17	8	44	0	0
Make decisions on best copying/duplicating method to use.	6	33	5	28	7	39	0	0
Type, correct, and run spirit masters.	1	6	2	11	15	83	0	0
Type, correct, and run stencils.	2	11	3	17	13	72	0	0
ORGANIZATION/TIME MANAGEMENT								
Organize work station.	11	61	6	33	1	6	0	0
Set priorities.	12	67	5	28	1	6	0	0
Make travel arrangements and complete related documents and reports.	8	44	6	33	4	22	0	0
Maintain a desk calendar and tickler file.	9	50	7	39	2	11	0	0
Record merchandise or stock inventory.	2	11	6	33	10	56	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
WRITTEN COMMUNICATION SKILLS								
Locate and record information found in a dictionary.	14	78	2	11	2	11	0	0
Spell and define words.	16	89	2	11	0	0	0	0
Find specific information in written material.	13	72	5	28	0	0	0	0
Write grammatically sound and complete sentences.	16	89	2	11	0	0	0	0
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	16	89	2	11	0	0	0	0
Compose and write simple business letters.	14	78	3	17	1	6	0	0
Follow oral instruction.	17	94	1	6	0	0	0	0
Greet visitors and give them directions.	18	100	0	0	0	0	0	0
Speak clearly and accurately.	18	100	0	0	0	0	0	0

BASIC COMPETENCIES FOR ENTRY LEVEL

General Office Occupations

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
TYPING SKILLS								
Demonstrate correct typing techniques.	24	89	2	7	1	4	0	0
Identify operative parts of a typewriter and their operations.	9	33	11	41	7	26	0	0
Identify principles of typewriting.	11	41	11	41	5	18	0	0
Demonstrate speed and accuracy in typing straight copy.	17	63	5	18	5	18	0	0
Type and correct business letters and envelopes.	18	67	6	22	3	11	0	0
Type interoffice memoranda.	14	52	10	37	3	11	0	0
Chain feed, type, and correct addresses on envelopes.	5	19	10	37	12	44	0	0
Type and correct tabulated information.	11	41	9	33	6	22	1	4
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	8	30	10	37	9	33	0	0
Demonstrate proficiency in typing numbers.	21	78	5	18	1	4	0	0
Demonstrate proofreading skills.	20	74	5	19	2	7	0	0
SHORTHAND SKILLS								
Take and accurately transcribe dictation of letters, memos, reports.	3	11	1	4	23	85	0	0
Edit, proofread, and correct transcribed dictations.	4	15	1	4	22	81	0	0
TELEPHONE TECHNIQUES								
Identify telephone services and types of calls.	20	74	4	15	3	11	0	0
Locate telephone numbers.	23	85	3	11	1	4	0	0
Answer telephone and take accurate messages.	27	100	0	0	0	0	0	0
Place telephone calls, demonstrating follow-through until right person is contacted.	24	89	2	7	1	4	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
MATH AND CALCULATOR SKILLS								
Solve math problems consisting of whole numbers.	14	52	6	22	6	22	1	4
Solve math problems consisting of decimal numbers.	12	44	8	30	6	22	1	4
Solve math problems consisting of mixed numbers.	11	41	5	18	10	37	1	4
Convert proper fractions to decimals.	3	11	5	18	18	67	1	4
Convert decimals to proper fractions.	3	11	5	18	18	67	1	4
Convert percents to proper fractions.	7	26	2	7	17	63	1	4
Convert improper fractions to mixed numbers.	1	4	5	19	19	70	2	7
Convert mixed numbers to improper fractions.	2	7	5	19	18	67	2	7
Round numbers to designated decimal places	9	33	8	30	9	33	1	4
Round mixed numbers to whole numbers.	8	30	7	26	11	41	1	4
Compute simple interest.	2	7	9	33	15	56	1	4
Compute cash discounts.	6	22	7	26	13	48	1	4
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	1	4	1	4	24	88	1	4
Prepare sales slip.	2	7	3	11	21	78	1	4
Solve commission problems.	2	7	4	15	20	74	1	4
Solve markup problems.	1	4	4	15	21	77	1	4
Solve markdown problems.	1	4	4	15	21	77	1	4
Solve compound interest problems.	0	0	7	26	19	70	1	4
Complete an invoice.	12	44	3	11	12	44	0	0
Compute all of the above on a ten-key machine.	8	30	8	30	10	37	1	4
ACCOUNTING/BOOKKEEPING SKILLS								
Record transactions in the general journal.	10	37	4	15	12	44	1	4
Post entries from the general journal to the general ledger.	9	33	3	11	14	52	1	4
Prepare a worksheet.	9	33	2	7	15	56	1	4
Prepare an income statement.	4	15	5	19	17	63	1	4
Prepare a capital statement.	3	11	6	22	17	63	1	4
Prepare a balance sheet.	7	26	4	15	15	56	1	4
Journalize and post adjusting entries.	10	37	2	7	14	52	1	4
Journalize and post closing entries.	10	37	2	7	14	52	1	4
Prepare a postclosing trial balance.	6	22	5	19	15	56	1	4
RECORDING, FILING, RECORDS MANAGEMENT								
Index, code, sort, and file alphabetically and chronologically.	22	82	5	19	0	0	0	0
Code, sort, and file numerically.	18	67	6	22	3	11	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Recording, Filing, Records Management (cont.)								
Retrieve materials from the file; complete an out card and checkout record.	18	67	7	26	2	7	0	0
Identify types of filing supplies and procedures.	14	52	9	33	4	15	0	0
Identify types of filing equipment.	11	41	11	41	5	19	0	0
GROOMING								
Demonstrate good grooming habits.	25	93	2	7	0	0	0	0
MAILING								
Make decisions on best mail services.	11	41	13	48	3	11	0	0
Process outgoing and incoming mail.	19	70	7	26	1	4	0	0
Forward mail.	16	59	8	30	2	7	1	4
LEADERSHIP SKILLS								
Identify the purposes of parliamentary procedure.	1	4	5	19	21	78	0	0
Prepare an agenda for a meeting.	1	4	6	22	19	70	1	4
Plan a program of work for group activities.	6	22	0	0	21	78	0	0
Demonstrate citizenship and patriotism.	6	22	11	41	10	37	0	0
Demonstrate money management.	8	30	9	33	10	37	0	0
Introduce individuals and speakers.	3	11	7	26	17	63	0	0
Delegate work assignments in office pool.	4	15	10	37	13	48	0	0
HUMAN RELATIONS SKILLS								
Display self-understanding.	17	63	10	37	0	0	0	0
Demonstrate personality traits for job performance.	18	67	9	33	0	0	0	0
Demonstrate personal traits for good human relations with employees and employer.	18	67	8	30	0	0	1	4
Demonstrate appropriate personal conduct.	18	67	8	30	1	4	0	0
Analyze and develop solutions to personal behavior problems on a job.	12	44	9	33	6	22	0	0
BUSINESS KNOWLEDGE SKILLS								
Demonstrate a basic understanding of law and its applications to business.	7	26	7	26	13	48	0	0
Demonstrate a basic understanding of the relationship between business and the community.	8	30	13	48	6	22	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Business Knowledge Skills (cont.)								
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	6	22	14	52	7	26	0	0
DATA PROCESSING SKILLS								
Record data on a mark-sensed card.	3	11	3	11	20	74	1	4
Enter data using an automated machine.	13	48	1	4	12	44	1	4
Correct a computer print-out, manually.	9	33	2	7	15	56	1	4
What computer language to you use? BASIC - 2 businesses COBOL and FORTRAN - 2 businesses RPG II - 1 business BASIC and COBOL - 1 business								
WORD PROCESSING SKILLS								
Keep records on input and output.	9	33	7	26	11	41	0	0
Use equipment to perform jobs efficiently.	15	56	3	11	9	33	0	0
Type, edit, proofread, and copy documents.	15	56	3	11	9	33	0	0
Record, revise, play, and erase programmed material.	10	37	7	26	10	37	0	0
REPROGRAPHICS								
Identify characteristics of copying/duplicating methods.	12	44	8	30	7	26	0	0
Make decisions on best copying/duplicating method to use.	7	26	12	44	8	30	0	0
Type, correct, and run spirit masters.	2	7	4	15	21	78	0	0
Type, correct, and run stencils.	1	4	3	11	23	85	0	0
ORGANIZATION/TIME MANAGEMENT								
Organize work station.	21	78	4	15	2	7	0	0
Set priorities.	19	70	7	26	1	4	0	0
Make travel arrangements and complete related documents and reports.	7	26	10	37	10	37	0	0
Maintain a desk calendar and tickler file.	10	37	10	37	7	26	0	0
Record merchandise or stock inventory.	1	4	13	48	13	48	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
WRITTEN COMMUNICATION SKILLS								
Locate and record information found in a dictionary.	10	37	12	44	5	19	0	0
Spell and define words.	16	59	9	33	2	7	0	0
Find specific information in written material.	13	48	9	33	5	19	0	0
Write grammatically sound and complete sentences.	16	59	10	37	1	4	0	0
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	18	67	7	26	2	7	0	0
Compose and write simple business letters.	16	59	9	33	2	7	0	0
Follow oral instruction.	23	85	4	15	0	0	0	0
Greet visitors and give them directions.	22	82	4	15	1	4	0	0
Speak clearly and accurately.	22	82	5	19	0	0	0	0

BASIC COMPETENCIES FOR ENTRY LEVEL

Bookkeeping/Accounting Occupations

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
TYPING SKILLS								
Demonstrate correct typing techniques.	17	59	12	41	0	0	0	0
Identify operative parts of a typewriter and their operations.	7	24	10	35	12	41	0	0
Identify principles of typewriting.	8	28	12	41	9	31	0	0
Demonstrate speed and accuracy in typing straight copy.	10	35	12	41	7	24	0	0
Type and correct business letters and envelopes.	15	52	8	28	6	21	0	0
Type interoffice memoranda.	10	35	15	52	4	14	0	0
Chain feed, type, and correct addresses on envelopes.	3	10	7	24	19	66	0	0
Type and correct tabulated information.	7	24	13	45	9	31	0	0
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	8	28	8	28	12	41	1	3
Demonstrate proficiency in typing numbers.	17	59	10	35	2	7	0	0
Demonstrate proofreading skills.	15	52	12	41	2	7	0	0
SHORTHAND SKILLS								
Take and accurately transcribe dictation of letters, memos, reports.	2	7	3	10	24	83	0	0
Edit, proofread, and correct transcribed dictations.	2	7	3	10	24	83	0	0
TELEPHONE TECHNIQUES								
Identify telephone services and types of calls.	18	62	9	31	2	7	0	0
Locate telephone numbers.	20	69	7	24	2	7	0	0
Answer telephone and take accurate messages.	25	86	4	14	0	0	0	0
Place telephone calls, demonstrating follow-through until right person is contacted.	24	83	5	17	0	0	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
MATH AND CALCULATOR SKILLS								
Solve math problems consisting of whole numbers.	23	79	4	14	1	4	1	3
Solve math problems consisting of decimal numbers.	24	83	3	10	1	4	1	3
Solve math problems consisting of mixed numbers.	22	76	3	10	3	10	1	3
Convert proper fractions to decimals.	14	48	9	31	5	17	1	3
Convert decimals to proper fractions.	10	35	11	38	7	24	1	3
Convert percents to proper fractions.	11	38	9	31	8	28	1	3
Convert improper fractions to mixed numbers.	6	21	12	41	9	31	2	7
Convert mixed numbers to improper fractions.	7	24	12	41	8	28	2	7
Round numbers to designated decimal places.	20	69	4	14	4	14	1	3
Round mixed numbers to whole numbers.	14	48	8	28	6	21	1	3
Compute simple interest.	14	48	11	38	3	10	1	3
Compute cash discounts.	17	59	6	21	5	17	1	3
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	1	3	6	21	21	72	1	3
Prepare sales slip.	9	31	9	31	10	35	1	3
Solve commission problems.	6	21	6	21	16	55	1	3
Solve markup problems.	7	24	6	21	15	52	1	3
Solve markdown problems.	7	24	6	21	15	52	1	3
Solve compound interest problems.	6	21	8	28	14	48	1	3
Complete an invoice.	18	62	4	14	6	21	1	3
Compute all of the above on a ten-key machine.	19	66	5	17	3	10	2	7
ACCOUNTING/BOOKKEEPING SKILLS								
Record transactions in the general journal.	23	79	5	17	1	3	0	0
Post entries from the general journal to the general ledger.	22	76	6	21	1	3	0	0
Prepare a worksheet.	20	69	6	21	3	10	0	0
Prepare an income statement.	12	41	8	28	9	31	0	0
Prepare a capital statement.	9	31	10	35	10	35	0	0
Prepare a balance sheet.	12	41	12	41	5	17	0	0
Journalize and post adjusting entries.	22	76	5	17	2	7	0	0
Journalize and post closing entries.	22	76	4	14	3	10	0	0
Prepare a postclosing trial balance.	16	55	6	21	7	24	0	0
RECORDING, FILING, RECORDS MANAGEMENT								
Index, code, sort, and file alphabetically and chronologically.	25	86	4	14	0	0	0	0
Code, sort, and file numerically.	23	79	3	10	3	10	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Recording, Filing, Records Management (cont.)								
Retrieve materials from the file; complete an out card and checkout record.	19	66	2	7	7	24	1	3
Identify types of filing supplies and procedures.	12	41	12	41	5	17	0	0
Identify types of filing equipment.	10	35	12	41	7	24	0	0
GROOMING								
Demonstrate good grooming habits.	27	93	2	7	0	0	0	0
MAILING								
Make decisions on best mail services.	9	31	14	48	6	21	0	0
Process outgoing and incoming mail.	16	55	10	35	3	10	0	0
Forward mail.	17	59	9	31	3	10	0	0
LEADERSHIP SKILLS								
Identify the purposes of parliamentary procedure.	0	0	3	10	26	90	0	0
Prepare an agenda for a meeting.	1	3	8	28	20	69	0	0
Plan a program of work for group activities.	0	0	9	31	20	69	0	0
Demonstrate citizenship and patriotism.	5	17	16	55	8	28	0	0
Demonstrate money management.	8	28	15	52	6	21	0	0
Introduce individuals and speakers.	0	0	12	41	17	59	0	0
Delegate work assignments in office pool.	4	14	13	45	12	41	0	0
HUMAN RELATIONS SKILLS								
Display self-understanding.	15	52	14	48	0	0	0	0
Demonstrate personality traits for job performance.	18	62	9	31	2	7	0	0
Demonstrate personal traits for good human relations with employees and employer.	17	59	12	41	0	0	0	0
Demonstrate appropriate personal conduct.	19	66	10	35	0	0	0	0
Analyze and develop solutions to personal behavior problems on a job.	12	41	11	38	6	21	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
BUSINESS KNOWLEDGE SKILLS								
Demonstrate a basic understanding of law and its applications to business.	4	14	17	59	8	28	0	0
Demonstrate a basic understanding of the relationship between business and the community.	6	21	19	66	4	14	0	0
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	6	21	17	59	6	21	0	0
DATA PROCESSING SKILLS								
Record data on a mark-sensed card.	3	10	4	14	21	72	1	3
Enter data using an automated machine.	13	45	9	31	7	24	0	0
Correct a computer print-out, manually.	9	31	13	45	7	24	0	0
What computer language do you use?								
BASIC - 5 businesses								
COBOL - 3 businesses								
RPG II - 2 businesses								
BASIC and COBOL - 1 business								
COBOL and FORTRAN - 1 business								
WORD PROCESSING SKILLS								
Keep records on input and output.	6	21	9	31	14	48	0	0
Use equipment to perform jobs efficiently.	9	31	7	24	13	45	0	0
Type, edit, proofread, and copy documents.	8	28	8	28	13	45	0	0
Record, revise, play, and erase programmed material.	6	21	9	31	14	48	0	0
REPROGRAPHICS								
Identify characteristics of copying/duplicating methods.	7	24	13	45	9	31	0	0
Make decisions on best copying/duplicating method to use.	4	14	11	38	14	48	0	0
Type, correct, and run spirit masters.	1	3	4	14	24	83	0	0
Type, correct, and run stencils.	1	3	6	21	22	76	0	0
ORGANIZATION/TIME MANAGEMENT								
Organize work station.	17	59	11	38	1	3	0	0
Set priorities.	21	72	7	24	1	3	0	0
Make travel arrangements and complete related documents and reports.	3	10	14	48	12	41	0	0
Maintain a desk calendar and tickler file.	12	41	14	48	3	10	0	0
Record merchandise or stock inventory.	4	14	12	41	13	45	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
WRITTEN COMMUNICATION SKILLS								
Locate and record information found in a dictionary.	13	45	11	38	5	17	0	0
Spell and define words.	19	66	10	35	0	0	0	0
Find specific information in written material.	16	55	11	38	2	7	0	0
Write grammatically sound and complete sentences.	20	69	9	31	0	0	0	0
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	20	69	9	31	0	0	0	0
Compose and write simple business letters.	16	55	12	41	1	3	0	0
Follow oral instruction.	25	86	4	14	0	0	0	0
Greet visitors and give them directions.	19	66	9	31	1	3	0	0
Speak clearly and accurately.	23	79	6	21	0	0	0	0

BASIC COMPETENCIES FOR ENTRY LEVEL

Computer and Related Occupations

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
TYPING SKILLS								
Demonstrate correct typing techniques.	7	58	4	33	0	0	1	8
Identify operative parts of a typewriter and their operations.	4	33	2	17	5	42	1	8
Identify principles of typewriting.	4	33	3	25	4	33	1	8
Demonstrate speed and accuracy in typing straight copy.	3	25	3	25	5	42	1	8
Type and correct business letters and envelopes.	4	33	1	8	6	50	1	8
Type interoffice memoranda.	1	8	4	33	6	50	1	8
Chain feed, type, and correct addresses on envelopes.	0	0	3	25	8	67	1	8
Type and correct tabulated information.	3	25	2	17	6	50	1	8
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	2	17	0	0	8	67	2	16
Demonstrate proficiency in typing numbers.	7	58	3	25	1	8	1	8
Demonstrate proofreading skills.	5	42	5	42	1	8	1	8
SHORTHAND SKILLS								
Take and accurately transcribe dictation of letters, memos, reports.	1	8	0	0	10	83	1	8
Edit, proofread, and correct transcribed dictations.	1	8	1	8	9	75	1	8
TELEPHONE TECHNIQUES								
Identify telephone services and types of calls.	7	58	2	17	2	17	1	8
Locate telephone numbers.	7	58	3	25	1	8	1	8
Answer telephone and take accurate messages.	8	67	2	17	1	8	1	8
Place telephone calls, demonstrating follow-through until right person is contacted.	8	67	2	17	1	8	1	8
MATH AND CALCULATOR SKILLS								
Solve math problems consisting of whole numbers.	8	67	0	0	2	17	2	17
Solve math problems consisting of decimal numbers.	9	75	0	0	1	8	2	17
Solve math problems consisting of mixed numbers.	6	50	2	17	2	17	2	17

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Math and Calculator Skills (cont.)								
Convert proper fractions to decimals.	3	25	3	25	4	33	2	17
Convert decimals to proper fractions.	4	33	2	17	4	33	2	17
Convert percents to proper fractions.	5	42	1	8	4	33	2	17
Convert improper fractions to mixed numbers.	1	8	3	25	5	42	3	25
Convert mixed numbers to improper fractions.	2	17	3	25	4	33	3	25
Round numbers to designated decimal places.	5	42	3	25	2	17	2	17
Round mixed numbers to whole numbers.	3	25	4	33	3	25	2	17
Compute simple interest.	2	17	5	42	3	25	2	17
Compute cash discounts.	4	33	4	33	2	17	2	17
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	1	8	0	0	9	75	2	17
Prepare sales slip.	1	8	4	33	5	42	2	17
Solve commission problems.	1	8	2	17	7	58	2	17
Solve markup problems.	2	17	2	17	6	50	2	17
Solve markdown problems.	2	17	2	17	6	50	2	17
Solve compound interest problems.	0	0	5	42	5	42	2	17
Complete an invoice.	6	50	2	17	3	25	1	8
Compute all of the above on a ten-key macnine.	5	42	3	25	2	17	2	17
ACCOUNTING/BOOKKEEPING SKILLS								
Record transactions in the general journal.	5	42	3	25	3	25	1	8
Post entries from the general journal to the general ledger.	6	50	1	8	4	33	1	8
Prepare a worksheet.	5	42	3	25	3	25	1	8
Prepare an income statement.	3	25	2	17	6	50	1	8
Prepare a capital statement.	3	25	2	17	6	50	1	8
Prepare a balance sheet.	3	25	4	33	4	33	1	8
Journalize and post adjusting entries.	7	58	1	8	3	25	1	8
Journalize and post closing entries.	7	58	1	8	3	25	1	8
Prepare a postclosing trial balance.	5	42	2	17	4	33	1	8
RECORDING, FILING, RECORDS MANAGEMENT								
Index, code, sort, and file alphabetically and chronologically.	7	58	4	33	0	0	1	8
Code, sort, and file numerically.	7	58	1	8	3	25	1	8
Retrieve materials from the file; complete an out card and checkout record.	6	50	1	8	4	33	1	8
Identify types of filing supplies and procedures.	3	25	5	42	3	25	1	8
Identify types of filing equipment.	2	17	3	25	6	50	1	8

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
GROOMING								
Demonstrate good grooming habits.	9	75	2	17	0	0	1	8
MAILING								
Make decisions on best mail services.	4	33	4	33	3	25	1	8
Process outgoing and incoming mail.	7	58	2	17	2	17	1	8
Forward mail.	7	58	2	17	2	17	1	8
LEADERSHIP SKILLS								
Identify the purposes of parliamentary procedure.	1	8	2	17	8	67	1	8
Prepare an agenda for a meeting.	0	0	4	33	7	58	1	8
Plan a program of work for group activities.	0	0	2	17	9	75	1	8
Demonstrate citizenship and patriotism.	3	25	5	42	3	25	1	8
Demonstrate money management.	3	25	5	42	3	25	1	8
Introduce individuals and speakers.	0	0	6	50	5	42	1	8
Delegate work assignments in office pool.	2	17	6	50	3	25	1	8
HUMAN RELATIONS SKILLS								
Display self-understanding.	4	33	6	50	1	8	1	8
Demonstrate personality traits for job performance.	5	42	5	42	1	8	1	8
Demonstrate personal traits for good human relations with employees and employer.	5	42	5	42	1	8	1	8
Demonstrate appropriate personal conduct.	4	33	6	50	1	8	1	8
Analyze and develop solutions to personal behavior problems on a job.	3	25	6	50	2	17	1	8
BUSINESS KNOWLEDGE SKILLS								
Demonstrate a basic understanding of law and its applications to business.	3	25	6	50	2	17	1	8
Demonstrate a basic understanding of the relationship between business and the community.	5	42	5	42	1	8	1	8
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	2	17	6	50	3	25	1	8

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
DATA PROCESSING SKILLS								
Record data on a mark-sensed card.	5	42	1	8	6	50	0	0
Enter data using an automated machine.	11	92	0	0	0	0	1	8
Correct a computer print-out, manually.	8	67	3	25	1	8	0	0
What computer language do you use?								
COBOL - 2 businesses								
BASIC - 1 business								
RPG II - 1 business								
BASIC and COBOL - 1 business								
WORD PROCESSING SKILLS								
Keep records on input and output.	8	67	3	25	1	8	0	0
Use equipment to perform jobs efficiently.	8	67	2	17	1	8	1	8
Type, edit, proofread, and copy documents.	9	76	1	8	2	17	0	0
Record, revise, play, and erase programmed material.	8	67	3	25	1	8	0	0
REPROGRAPHICS								
Identify characteristics of copying/duplicating methods.	2	17	3	25	6	50	1	8
Make decisions on best copying/duplicating method to use.	1	8	2	17	8	67	1	8
Type, correct, and run spirit masters.	1	8	1	8	9	75	1	8
Type, correct, and run stencils.	0	0	1	8	10	83	1	8
ORGANIZATION/TIME MANAGEMENT								
Organize work station.	7	58	3	25	1	8	1	8
Set priorities.	7	58	3	25	1	8	1	8
Make travel arrangements and complete related documents and reports.	3	25	5	42	3	25	1	8
Maintain a desk calendar and tickler file.	4	33	4	33	3	25	1	8
Record merchandise or stock inventory.	3	25	4	33	4	33	1	8
WRITTEN COMMUNICATION SKILLS								
Locate and record information found in a dictionary.	2	17	6	50	3	25	1	8
Spell and define words.	5	42	4	33	2	17	1	8
Find specific information in written material.	6	50	3	25	2	17	1	8
Write grammatically sound and complete sentences.	5	42	4	33	2	17	1	8
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	6	50	3	25	2	17	1	8

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Written Communication Skills (cont.)								
Compose and write simple business letters.	5	42	4	33	2	17	1	8
Follow oral instruction.	8	67	2	17	1	8	1	8
Greet visitors and give them directions.	8	67	2	17	1	8	1	8
Speak clearly and accurately.	8	67	2	17	1	8	1	8

BASIC COMPETENCIES FOR ENTRY LEVEL

Unspecified Area

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
TYPING SKILLS								
Demonstrate correct typing techniques.	41	77	8	15	4	8	0	0
Identify operative parts of a typewriter and their operations.	17	32	13	25	23	43	0	0
Identify principles of typewriting.	24	45	20	38	8	15	1	2
Demonstrate speed and accuracy in typing straight copy.	38	72	14	26	1	2	0	0
Type and correct business letters and envelopes.	41	77	10	19	2	4	0	0
Type interoffice memoranda.	30	57	17	32	5	9	1	2
Chain feed, type, and correct addresses on envelopes.	18	34	20	38	14	26	1	2
Type and correct tabulated information.	32	60	15	28	5	9	1	2
Demonstrate problem solving and creativity in establishing headings, charts, boxed information, capitalization and italics, etc., from straight copy.	26	49	21	40	5	9	1	2
Demonstrate proficiency in typing numbers.	36	68	15	28	1	2	1	2
Demonstrate proofreading skills.	39	74	12	23	1	2	1	2
SHORTHAND SKILLS								
Take and accurately transcribe dictation of letters, memos, reports.	16	30	22	42	13	25	2	4
Edit, proofread, and correct transcribed dictations.	24	45	14	26	13	25	2	4
TELEPHONE TECHNIQUES								
Identify telephone services and types of calls.	32	60	17	32	3	6	1	2
Locate telephone numbers.	36	68	15	28	2	4	0	0
Answer telephone and take accurate messages.	48	91	5	9	0	0	0	0
Place telephone calls, demonstrating follow-through until right person is contacted.	38	72	13	25	1	2	1	2
MATH AND CALCULATOR SKILLS								
Solve math problems consisting of whole numbers.	32	60	17	32	3	6	1	2
Solve math problems consisting of decimal numbers.	30	57	18	34	4	8	1	2
Solve math problems consisting of mixed numbers.	27	51	18	34	7	13	1	2
Convert proper fractions to decimals.	16	30	21	40	15	28	1	2
Convert decimals to proper fractions.	16	30	21	40	15	28	1	2

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Math and Calculator Skills (cont.)								
Convert percents to proper fractions.	16	30	23	43	13	25	1	2
Convert improper fractions to mixed numbers.	13	25	23	43	16	30	1	2
Convert mixed numbers to improper fractions.	15	28	20	38	17	32	1	2
Round numbers to designated decimal places.	27	51	17	32	7	13	2	4
Round mixed numbers to whole numbers.	26	49	20	38	6	11	1	2
Compute simple interest.	25	47	15	28	12	23	1	2
Compute cash discounts.	20	38	22	42	11	21	0	0
Convert problems using the standard U.S. unit of measure and the metric unit of measure.	4	8	17	32	29	55	3	6
Prepare sales slip.	13	25	14	26	25	47	1	2
Solve commission problems.	10	19	13	25	28	53	2	4
Solve markup problems.	10	19	8	15	33	62	2	4
Solve markdown problems.	9	17	9	17	33	62	2	4
Solve compound interest problems.	10	19	18	34	24	45	1	2
Complete an invoice.	23	43	19	36	10	19	1	2
Compute all of the above on a ten-key machine.	23	43	15	28	13	25	2	4
ACCOUNTING/BOOKKEEPING SKILLS								
Record transactions in the general journal.	28	53	17	32	8	15	0	0
Post entries from the general journal to the general ledger.	29	55	14	26	9	17	1	2
Prepare a worksheet.	24	45	20	38	9	17	0	0
Prepare an income statement.	21	40	14	26	17	32	1	2
Prepare a capital statement.	20	38	16	30	16	30	1	2
Prepare a balance sheet.	19	36	20	38	14	26	0	0
Journalize and post adjusting entries.	25	47	17	32	10	19	1	2
Journalize and post closing entries.	25	47	15	28	12	23	1	2
Prepare a postclosing trial balance.	19	36	18	34	15	28	1	2
RECORDING, FILING, RECORDS MANAGEMENT								
Index, code, sort, and file alphabetically and chronologically.	46	87	6	11	0	0	1	2
Code, sort, and file numerically.	43	81	7	13	2	4	1	2
Retrieve materials from the file; complete an out card and checkout record.	34	64	11	21	7	13	1	2
Identify types of filing supplies and procedures.	25	47	20	38	6	11	2	4
Identify types of filing equipment.	24	45	19	36	8	15	2	4
GROOMING								
Demonstrate good grooming habits.	47	89	5	9	1	2	0	0

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
MAILING								
Make decisions on best mail services.	27	51	21	40	5	9	0	0
Process outgoing and incoming mail.	38	72	14	26	1	2	0	0
Forward mail.	38	72	13	25	1	2	1	2
LEADERSHIP SKILLS								
Identify the purposes of parliamentary procedure.	10	19	18	34	24	45	1	2
Prepare an agenda for a meeting.	14	26	21	40	17	32	1	2
Plan a program of work for group activities.	8	15	22	42	22	42	1	2
Demonstrate citizenship and patriotism.	16	30	27	51	9	17	1	2
Demonstrate money management.	22	42	18	34	12	23	1	2
Introduce individuals and speakers.	10	19	24	45	18	34	1	2
Delegate work assignments in office pool.	14	26	28	53	10	19	1	2
HUMAN RELATIONS SKILLS								
Display self-understanding.	28	53	24	45	1	2	0	0
Demonstrate personality traits for job performance.	33	62	18	34	1	2	1	2
Demonstrate personal traits for good human relations with employees and employer.	35	66	18	34	0	0	0	0
Demonstrate appropriate personal conduct.	35	66	18	34	0	0	0	0
Analyze and develop solutions to personal behavior problems on a job.	26	49	25	47	2	4	0	0
BUSINESS KNOWLEDGE SKILLS								
Demonstrate a basic understanding of law and its applications to business.	9	17	34	64	9	17	1	2
Demonstrate a basic understanding of the relationship between business and the community.	21	40	29	55	3	6	0	0
Demonstrate a basic understanding of the relationship to economic systems and individual business productivity.	15	28	31	58	6	11	1	2
DATA PROCESSING SKILLS								
Record data on a mark-sensed card.	10	19	11	21	26	49	6	11
Enter data using an automated machine.	24	45	13	25	11	21	5	9
Correct a computer print-out, manually.	21	40	10	19	17	32	5	9

	Required		Desired		Unnecessary		N/A	
	#	%	#	%	#	%	#	%
Data Processing Skills (cont.)								
What computer language do you use?								
BASIC - 4 businesses								
RPG II - 4 businesses								
RPG II and COBOL - 1 business								
FORTRAN - 1 business								
COBOL, FORTRAN and PL I - 1 business								
WORD PROCESSING SKILLS								
Keep records on input and output.	16	30	20	38	11	21	6	11
Use equipment to perform jobs efficiently.	26	49	11	21	11	21	5	9
Type, edit, proofread, and copy documents.	26	49	10	19	11	21	6	11
Record, revise, play, and erase programmed material.	21	40	11	21	15	28	6	11
REPROGRAPHICS								
Identify characteristics of copying/duplicating methods.	17	32	17	32	15	28	4	8
Make decisions on best copying/duplicating method to use.	16	30	14	26	20	38	3	6
Type, correct, and run spirit masters.	10	19	13	25	27	51	3	6
Type, correct, and run stencils.	8	15	12	23	30	57	3	6
ORGANIZATION/TIME MANAGEMENT								
Organize work station.	35	66	15	28	3	6	0	0
Set priorities.	37	70	15	28	1	2	0	0
Make travel arrangements and complete related documents and reports.	23	43	20	38	9	17	1	2
Maintain a desk calendar and tickler file.	28	53	20	38	4	8	1	2
Record merchandise or stock inventory.	22	42	17	32	14	26	0	0
WRITTEN COMMUNICATION SKILLS								
Locate and record information found in a dictionary.	27	51	18	34	7	13	1	2
Spell and define words.	37	70	15	28	0	0	1	2
Find specific information in written material.	33	62	16	30	3	6	1	2
Write grammatically sound and complete sentences.	37	70	13	25	2	4	1	2
Write sentences with correct punctuation, capitalization, abbreviations, and numbers.	39	74	11	21	2	4	1	2
Compose and write simple business letters.	40	75	13	25	0	0	0	0
Follow oral instruction.	46	87	6	11	0	0	1	2
Greet visitors and give them directions.	46	87	6	11	0	0	1	2
Speak clearly and accurately.	47	89	5	9	0	0	1	2

PAYROLL DEDUCTION

PAYROLL DEDUCTION IS A CONVENIENCE FOR YOU

A major convenience offered by your Credit Union to its members is payroll deduction. If you are employed by the University of Wyoming or by LETC, you can have your loan payments, savings deposits, or IRA contributions deducted from your check and eliminate the necessity of standing in long lines on payday to transact your business.

To initiate this service, you simply come to the Credit Union and sign up. It is a simple one-step process requiring only five minutes of your time and saving you countless hours in line. LETC employees must contact their payroll office for this service. If a loan is paid off or a deduction is to be stopped, you must again come to the Credit Union and sign a form which terminates this procedure.

Payroll deduction is not automatically provided for loans. You must enroll. Payroll deduction is a great time saver - take advantage of it. It's a good way to keep loans from becoming delinquent or to start a systematic savings or retirement program. Call us today for the details!!!

NEW LIFE SAVINGS POLICY IMPLEMENTED

A new Life Savings Insurance policy is now in effect. Your credit union's Board of Directors took action to increase the coverage based on the amount in your share account from $2,000 to $4,000, effective April 1, 1982.

This is insurance on the life of a member based on the amount in your share/savings account . . . now up to a maximum of $4,000 . . . according to the following schedule:

Baby through 6 months*	25%
6 months through 54 years	100%
55 years through 59 years	75%
60 years through 64 years	50%
65 years through 69 years	25%

*Automatically increased to 100% when child reaches six months.

The age limit, according to this table, applies to your age when the money is put into your account, not your age at the time of death.

Your credit union provides this insurance to members at no additional charge, but just as another service!

Just another reason your credit union is the best place to save!

A dripping hot water tap can waste from 50 to 300 gallons of water a month. Always turn faucets off tightly, and promptly replace washers when dripping begins.

INVEST IN YOUR CREDIT UNION

Earn more money on your savings with your credit union's high yield savings account. Check around, you'll find your credit union is paying some of the highest rates in town on regular and time savings accounts . . . and at terms you'll like.

High rates. Security. Excellent terms. Invest in your credit union!

3-Month Share Certificates
- 9% interest
- $1,000 minimum investment

6-Month Share Certificates
- 10% interest
- $1,000 minimum investment

12-Month Share Certificates
- 12% interest
- $250 minimum investment

Money Market Certificates
- 182-day term
- Yields 26-week Treasury Bill rate in effect at time of purchase*
- $10,000 minimum investment

All-Savers Certificate
- 12-month term
- $500 minimum investment
- Rate changes monthly*
- Interest earnings are tax-free
- (See credit union for additional details)

*Contact the credit union for current interest rates.

CHECK CASHING POLICY EXPLAINED

UniWyo will be happy to cash your check if you have sufficient funds in your account to guarantee the amount of the check you are cashing.

We require identification when money is received by a member through check cashing or withdrawal of funds and your signed credit union verification card or valid driver's license can serve this purpose. We regret any inconvenience this request may cause you, but remember it is for your protection and the protection of your funds that we require positive identification.

As a service, we will cash your UW, LETC, or other government payroll check without requiring a compensating balance in your account.